



**PULSE BUSINESS SOFTWARE**

Cloud-based software that drives your business.

## Pulse Release Notes - Version 21.08

### Highlights

**Service**



View PDF Attachments Inline

**Service**



Clarity When Unlinking a Quote from a Service Request

**Service**



Make a Service Request Reminder for Another Consultant

## Service

### ☆ View PDF Attachments Inline

Images and pdf attachments can be viewed inline on Service Requests.

Test Ref No: 159975 (Test Client) SLA (Age: ) - Google Chrome  
support.pulsesoftware.co.za/Incident\_Response/AddUpdateIncident.aspx?mobnav=false&mobhead=false&nClientNo=1&nCreateIncidentFromTempl...

711801\_Telkom\_Invoice\_336540394\_602.pdf

Telkom 1 / 4 79% +

Statement date 01 Apr 2021  
Account no  
EFT Ref No

Account summary		Reference	Amount
Date	Description		
01 Mar 2021	Balance brought forward		R 198.00
01 Mar 2021	Payment: Rejectiondate 1)		R 198.00
02 Mar 2021	Payment: Thank You	5951042	-R 198.00
31 Mar 2021	Payment: Thank You		-R 198.00
	<b>Subtotal</b>		<b>R 0.00</b>
01 Apr 2021	Invoice for March	A172801345	
	Subscription & usage for 0658279275	SmartBroadband 10GB Wireless Deal	R 99.00
	Subscription & usage for 0658363567	SmartBroadband 10GB Wireless Deal	R 99.00
	Account subscriptions & once-off charges		R 202.70
	<b>Total due</b>		<b>R 400.70</b>

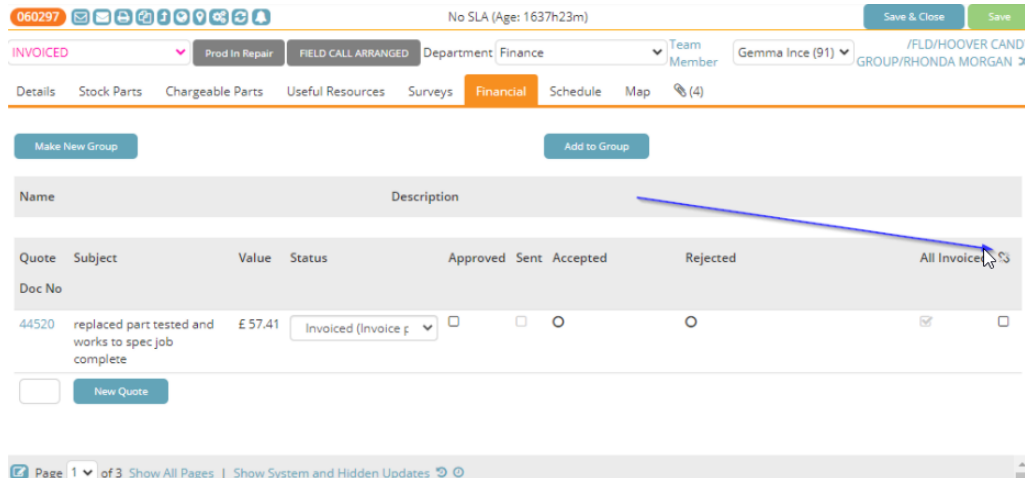
**Due by 30 Apr 2021 R 400.70**

Bank account to be debited with R 400.70 on 30 Apr 2021

Note 1 - Payments Requested: Not provided for

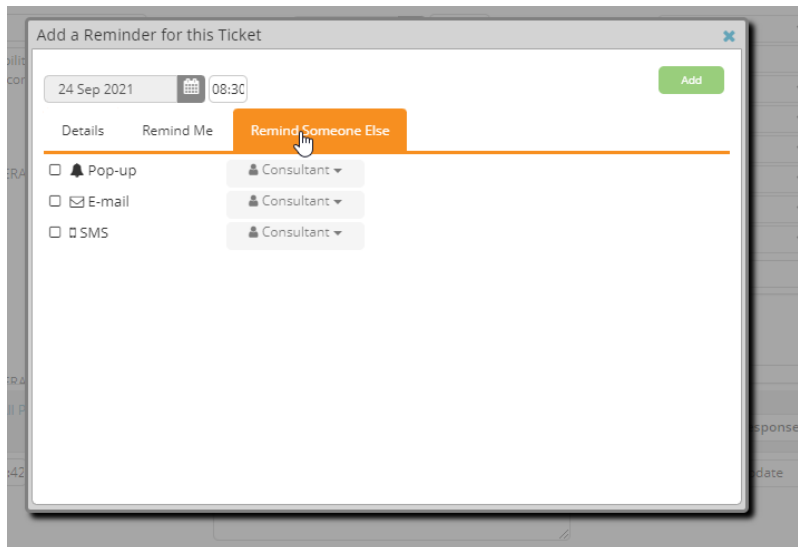
### ☆ Clarity When Unlinking a Quote from a Service Request

A clear icon to unlink a quote on a job has been added.



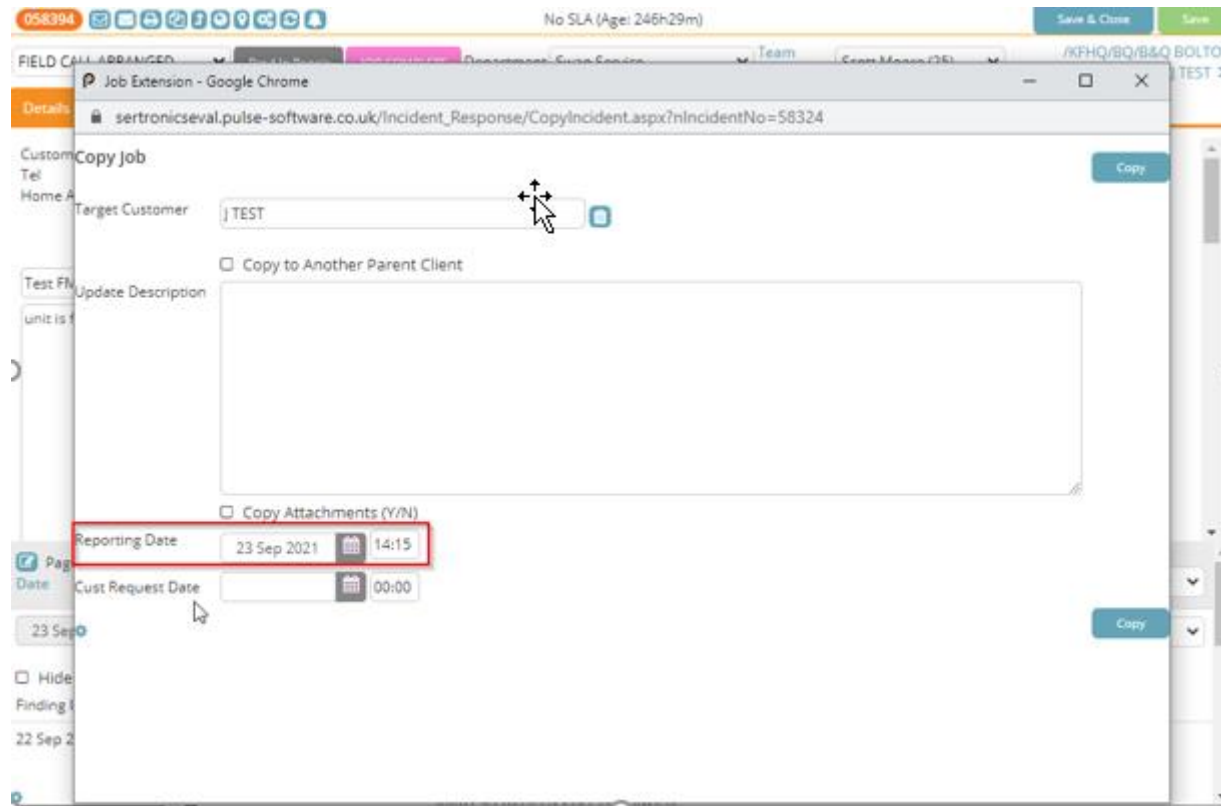
★ **Make a Service Request Reminder for Another Consultant**

It is now possible to make service request reminders for other staff members.



## Capturing New Reporting Date When Copying a Service Request

When copying a Service Request, it is now possible to set its reporting date to be different to the copied Service Request. Not everyone finds this useful, so if you would like us to activate it please let us know.



The screenshot shows a web application interface for copying a service request. The browser address bar indicates the URL: `sertronicseval.pulse-software.co.uk/Incident_Response/CopyIncident.aspx?nIncidentNo=58324`. The page title is "Copy job".

Key fields and options visible:

- Target Customer:** A text input field containing "TEST".
- Copy to Another Parent Client:** A checkbox that is currently unchecked.
- Copy Attachments (Y/N):** A checkbox that is currently unchecked.
- Reporting Date:** A date and time picker field, highlighted with a red box, showing "23 Sep 2021 14:15".
- Cust Request Date:** A date and time picker field showing "00:00".

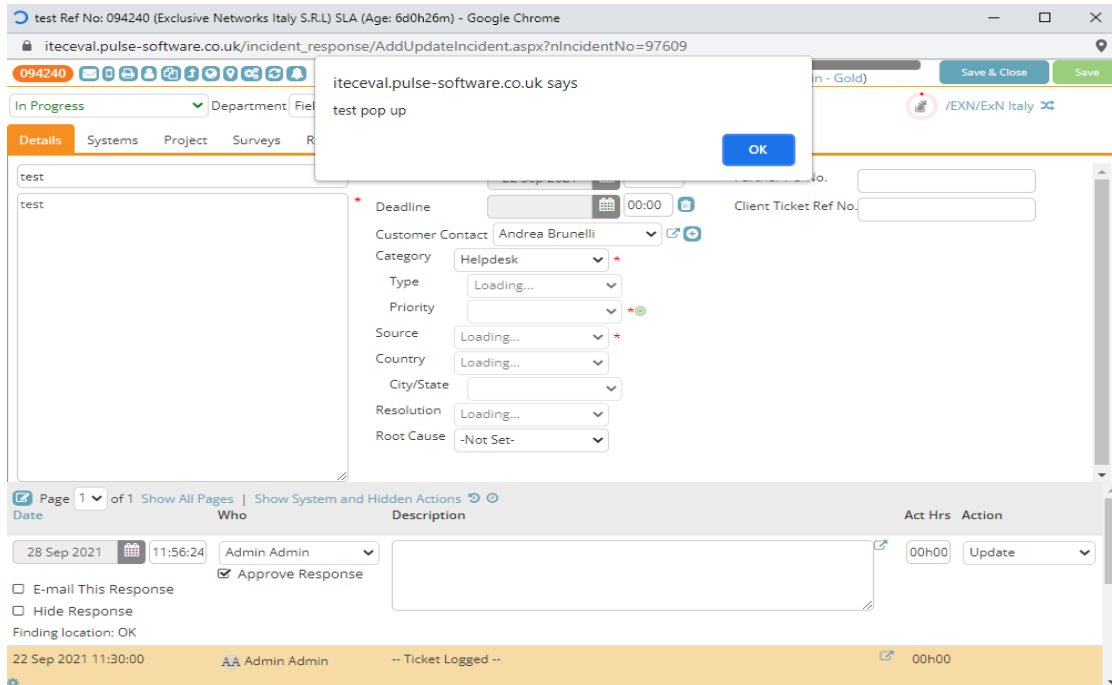
Buttons for "Copy" are located on the right side of the form.

## Exchange Calendar Integration changes

We have neatened up the integration so that the calendar entry made in Exchange is easier to read.

### Contract Notes pop-up on ticket

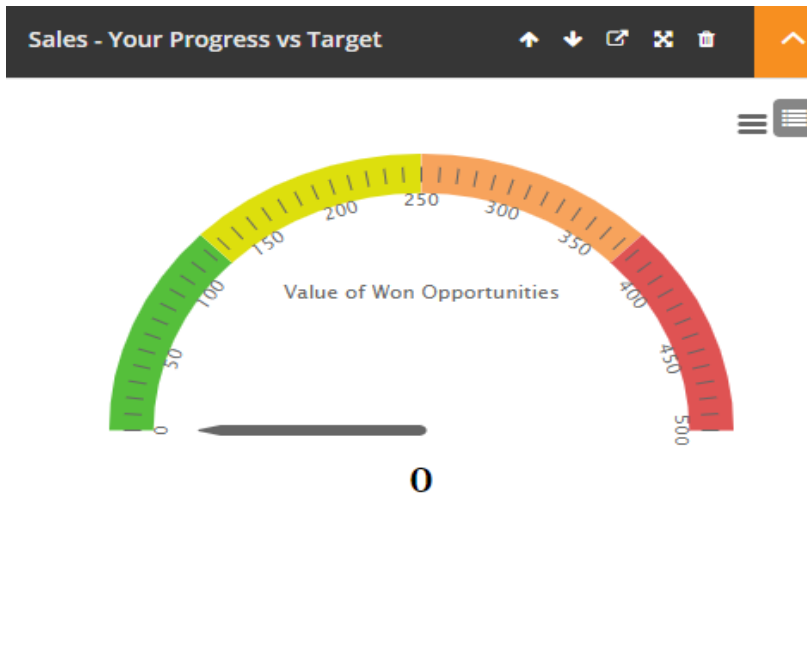
It is now possible to get a Pop-up when you open a Service Request on a contract with a note like standard engineer only service. This is set on the contract itself.



## DIY Reports

### Colours on gauges

The colours on gauges are a useful indicator, but for some a small value is good (e.g. faults) and other a large value is good (e.g. percentage of sales target attained). We have therefore made it possible to configure the colours appropriately, so that you don't have to see the below.



## Core

### **Error Logging Improvements**

We have made multiple improvements to our error logging. This includes:

- A new business exception to separate application errors from business errors that we can surface to users more easily.
- Flag indicating whether processes that were repeated after an error succeeded the second time.
- Better error handling in general to feedback to the user.

### **Automated testing**

A lot of progress has been made to automate the testing of both code logic and interfaces. This leverages Azure DevOps a lot, and ensures that core functions are tested on the build server before being available to users.